

BP Travel

Create Quotes

Functional Requirements Questionnaire

Revision 1.1

Revision History

Date	Revision	Author	Description

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1 Metrics

1.1 Workload

How many cases is the solution expected to handle? Include frequency e.g. 1000 cases per week, 50 cases per hour	600 per day. Expected to double over next 12 months
What is the maximum expected volume?	800
What is the minimum expected volume?	400
Are there any periods when a higher workload is anticipated?	No
What are they?	

1.2 Manual Resource Effort

How many FTE are currently required to perform the process manually?	2.8
What is the average case handling time?	2 mins

1.3 Service Level Agreements

Are there any SLAs this solution must conform to?	Yes
What are the SLAs? Customer must receive response within 24 hours	
Should the solution be expected to recognise an SLA breach? If so how? No. Process Controller will monitor volumes and processing.	

2 Control

2.1 Operating Hours

Will the solution run outside normal working hours?	No
What time will the solution start? Scheduler will start the process to coincide with the automatic input file creation. Files are created at 9am, 12pm and 3pm. Scheduler will start process at 9.15am, 12:15pm and 15:15pm.	
Will the solution work to a stop time?	No
What days of the week will the solution run?	7 days per week
Are there any days or times when the solution must not run?	No

2.2 Business Interaction

What part will the Business play within the end-to-end process? Business will work exceptions output from the process	
Will the Business supply new work to the solution?	No
Will the Business resubmit exception cases to the solution?	No

3 Execution

3.1 Restrictions

Are there any business thresholds that must be adhered to? E.g. payments below a certain value	No
What are they?	
Are there any time windows or periods when any of the target systems are unavailable?	No
List the systems and when they are unavailable.	

3.2 Alerts

Will the solution need to send out any alerts?	Yes
What events should trigger an alert? <ul style="list-style-type: none"> • Input file folder not accessible • Input file not available when process starts. • Exception folder not accessible. • Failure to create exception file at end of processing 	
How will alerts be sent? Email operations@bptravel.com; bpcontrollers@bptravel.com	
Who will receive alerts? Operations Support Team and process controllers	

4 Data Management

4.1 Input

What input will feed work into this solution?

Excel file report

Source

Where will the work come from?

Automatically created by alternate system. File will be created in:
https://bptravel.sharesvr.com/operations/RPA/createquotes/input.

What time and frequency will the work arrive? (e.g. once per day at 9am, every 2 hours)

9am, 12pm, 3pm

Is it possible that no work will arrive?

Yes

What should happen then?

File should contain no rows. A file should always be created.

Structure

How will the data be structured? Where relevant, provide an example of the input.

The following fields will be provided (actual header names):

- Request_Date
- Title
- First_Name
- Last_Name
- Email
- Contact_Number
- Postcode
- Flying_From
- Flying_To
- Departure_Date
- Return_Date
- Adults
- Children

The PDD displays a screen shot of a sample file.

Will the cases be supplied one at a time or will each input contain multiple cases?
Multiple cases in one file.

Identification

Can cases be uniquely identified?	Yes
<p>What field or combination of fields will be used as the identifier? Only non-sensitive data should be used as an identifier.</p> <p>Cases can only be uniquely identified using a combination of fields. This needs to be defined in the SDD.</p>	
Is it possible that the solution could be supplied with duplicate cases?	Yes
<p>What would be the consequence of working a case more than once?</p> <p>Customer will receive multiple quotes.</p>	
<p>Once detected, how should duplicates be dealt with?</p> <p>Duplicates should not be added to the work queue.</p>	
Is it possible that a case can legitimately reappear at a later date?	Yes
<p>How will a legitimate reoccurrence be distinguished from an unwanted duplicate?</p> <p>It will have a different request date and time</p>	

4.2 Output

Exceptions

How will exceptions be sent back to the Business?
Excel file created at the end of processing.

What will be the file structure or message format used for exceptions? Where relevant, provide an example of the required output.

The exception file structure must mirror the input file structure

When will they be sent?

At end of processing

Where will they be sent?

File to be saved to shared network drive

(<https://bptravel.sharesrvr.com/operations/RPA/createquotes/exceptions>)

Management Information

Apart from exceptions, will the solution create any MI output?

Yes

What will be the file structure or message format used?

Excel file:

- Loaded - Time the case was loaded to the work queue
- Work Time - Time taken to work the case
- Request Received - Date and time the quote was requested within the portal
- Quote Number - Quote Number.
- Price - Value of quote.
- Completed - Date and time email sent to customer

How will it be created?

Excel file

When will it be created?

At end of process

Where will it be sent?

Saved to network folder (<https://bptravel.sharesrvr.com/operations/RPA/createquotes/MI>)

Other data outputs

Apart from exceptions and MI will the solution create any other output?

No

What will be the file structure or message format used for other outputs?

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4.3 Preservation

Complete the following items where the Blue Prism solution should purge aged data.

How long should input data be kept for? Excel file to be stored in archive folder for 7 days
How long should work queue data be kept for? 7 days
How long should output data be kept for? Output data to be managed by the operations team.

5 Business Continuity

5.1 Blue Prism Unavailability

<p>If this solution became inoperable and the current DR strategy was unable to ensure availability how should continuity be achieved?</p> <p>After 12 hours of downtime of the Blue Prism processes, for whatever reason, the Operations Team will begin working all New Quote items manually until the robotic processes can be restored by the Process Administrators.</p>
<p>How would the Business like to be informed of Blue Prism unavailability?</p> <p>Controller to email operations@bptravel.com</p>
<p>What is the business effect of the process not running for one hour?</p> <p>No effect</p>
<p>What is the business effect of the process not running for four hours?</p> <p>No effect</p>

5.2 Excessive Workload

Is it possible that the solution could be overwhelmed by an excessive workload?	No
Is this solution required to detect such an event?	No
Quantify an overload threshold	
Is this solution required to respond to such an event?	No
How would this be achieved?	
How should the Business be informed?	
How should the Business deal with the situation?	